

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO THE STANDARDS COMMITTEE**  
**30 NOVEMBER 2017**  
**REPORT OF THE MONITORING OFFICER**  
**OMBUDSMAN CASEBOOK**

**1. Purpose of Report**

- 1.1 To provide Members with a summary of cases that have been undertaken by the Ombudsman's Office.

**2. Connection to Corporate Improvement Plan / Other Corporate Priority**

- 2.1 Standards are an implicit requirement in the successful implementation of the Corporate Themes.

**3. Background**

- 3.1 The Ombudsman's Casebook is published on a quarterly basis and contains the summaries of all reports issued during the quarter, as well as a selection of summaries relating to quick fixes and voluntary settlements.

**4. Current situation / proposal**

- 4.1 The Casebook issued in October 2017 is attached at **Appendix 1**.

**5. Effect upon Policy Framework & Procedure Rules**

- 5.1 None.

**6. Equality Impact Assessment**

- 6.1 None.

**7. Financial Implications**

- 7.1 None.

**8. Recommendation**

- 8.1 The Committee is recommended to note the report.

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### **Background Documents**

None